



Chander Mukhi Nariman Point Mumbai – 400 021 Web Site : www.centralbankofindia.co.in

**HUMAN RESOURCES DEVELOPMENT DEPARTMENT
(RECRUITMENT AND PROMOTION DIVISION)**

**Engagement of Internal Ombudsman
on Contract Basis**

LAST DATE OF RECEIPT OF APPLICATIONS : 15.11.2018

COMPANY PROFILE

Central Bank of India, a leading Public Sector Bank, with Pan India Branch Network of nearly 4700 plus branches, with total business of more than Rs 4,80,000 Crores and driven by talented work force of 36800+employees, is looking for **retired or serving officer not below the rank of Deputy General Manager or equivalent of a Scheduled Commercial Bank (other than Central Bank of India)/Financial Sector Regulatory Body, having experience in banking , regulation, supervision, payment and settlement systems and /or consumer protection.**

The details are given below:

1. AGE & ELIGIBILITY (As on 30.09.2018)

Name of the Post	Age	Eligibility
Internal Ombudsman (on Contract basis)	Not to exceed over 65 years of age.	<ol style="list-style-type: none">1. The applicant should have superannuated or be serving as officer ,not below the rank of Deputy General Manager,or equivalent ,of another bank/Financial Sector Regulatory Body (<u>other than Central Bank of India</u>).2. He/She should possess necessary skills and experience of minimum seven years of working in areas such as banking, regulation, supervision, payment and settlement systems and/or consumer protection.

The Internal Ombudsman will be placed in Head/Corporate Office or in a place where the Bank has Zonal/Regional Office for the purpose of seamless co-ordination.

2. CONTRACT PERIOD

The initial tenure of appointment on contract basis shall be a fixed term of not less than 3 years, but not exceeding 5 years. The IO shall not be eligible for reappointment or for extension of term in the same bank.

3. CONTRACT AMOUNT;

The remuneration to be paid shall be restricted to last pay and allowance drawn, reduced by pension+additional pension+dearness relief, subject to deduction of taxes as applicable. The IO shall be entitled for the perks which are extended to a Dy. General Manager of the Bank.

4. LEAVE:

Internal Ombudsman shall be eligible for a total of 12 days leave per year, out of which not more than 04 days can be taken at a time. Applicable leave shall be availed with prior intimation/approval. His working hours shall be the usual hours as applicable on all days except weekly offs as applicable to Bank employees and holidays declared under N.I. Act. Balance of the leave shall not be allowed to be carried over to the next year.

5. OTHER

Internal Ombudsman will be eligible for car with driver facility and TA DA entitlement of Dy. General Manager of the Bank.

6. JOB PROFILE:

The Internal Ombudsman shall be reporting directly either to Managing Director & CEO or Executive Director of the Bank and shall be the focal point for Internal Grievance Redressal System in terms of Damodaran Committee recommendations so that a minimum number of complaints are escalated to Banking Ombudsman. The Internal Ombudsman will help in strengthening customer confidence in the internal redressal mechanism.

7. SELECTION PROCEDURE

The eligible shortlisted candidates will be called for personal interaction and the decision of the Bank in this regard shall be final.

8. SUBMISSION OF APPLICATION

Applicants have to submit their applications **15.11.2018** No applications shall be entertained beyond the stipulated date. Incomplete applications will be rejected.

Address the application, **Super scribing "Application for the post of Internal Ombudsman (IO) to**

"General Manager- HRD,
Central Bank of India,
Chander Mukhi, 17th floor,
Nariman Point
Mumbai- 400 021

9. APPLICATION FEE

Application fee is Rs.1000/- payable by way of Demand Draft drawn on any Nationalised/Scheduled Bank drawn in favour of "Central Bank of India- Engagement of IO" and payable at Mumbai

10. GENERAL INSTRUCTIONS:

- a) While applying for the posts, the applicant should ensure that he / she fulfills the eligibility and other norms mentioned above and that the particulars furnished are correct in all respects. In case it is detected at any stage of engagement that a candidate does not fulfill the eligibility norms and / or that he / she has furnished any incorrect / false information or has suppressed any material fact(s), his / her candidature will automatically stand cancelled. If any of the above shortcoming(s) is / are detected even after engagement, his / her contractual engagement is liable to be terminated without any notice.
- b) Mere submission of application against the advertisement and apparently fulfilling the criteria as prescribed in the advertisement would not bestow on him / her right to be called for interview.

ANNEXURE A
APPLICATION FOR THE POST OF INTERNAL OMBUDSMAN ON CONTRACT BASIS

To,
General Manager-HRD
Central Bank of India,
17th Floor, Chandermukhi,
Nariman Point, Mumbai

Paste Passport
size Photograph

Please sign across
the Photograph

With reference to your advertisement on Bank's website dated _____
I, submit my application in prescribed format.

1. NAME (in full)- _____

2. FATHER's/ HUSBAND's NAME: _____

3. ADDRESS FOR CORRESPONDENCE:

4. PERMANENT ADDRESS:

5. CATEGORY: _____ (SC/ST/OBC/GEN)

6. If person with Disability:

Type of disability:

Percentage of disability:

7. DATE OF BIRTH (As per School leaving Certificate) :

Age in completed years as on 30.09.2018:

8. BIRTH PLACE _____ **NATIVE PLACE:** _____

9. MARTIAL STATUS:

10. GENDER :

11. NATIONALITY:

12. Details of Non refundable Application Fee :

Name of DD issuing Bank:
Date of Issue :

Place of Issue:
Amount:

13. Contact Details:

MOBILE NO. -
E-MAIL ID-

LANDLINE No.

14. EDUCATIONAL QUALIFICATION:

15. EXPERIENCE (Preceding 10 years) - Total (in years)_____

SN	Name of Bank/FSRB	Designation/ Scale	Duration		Responsibilities	Pay Scale	Extra Ordinary Achievements
			From	To			

16. RETIRED ON VRS/ SUPERANNUATION _____
DATE OF RETIREMENT _____
TOTAL YEARS OF SERVICE _____ years

17. HAVE YOU EXPOSURE OF OPERATIONAL BANKING
IF YES, FOR HOW MANY YEARS _____

18. NO. OF YEARS WORKED AS BRANCH MANAGER AND
/OR RM AND/OR ZM _____

19. DETAILS OF PRESENT EMPLOYMENT:

- (a) Organisation
- (b) Full Address:
- (c) Position:
- (d) Reporting to:
- (e) Salary/Compensation presently drawn:

DECLARATION

I hereby declare that the particulars furnished above are true and correct to the best of my knowledge and belief and I understand that in the event of any information being found false or incorrect at any stage or not satisfying the eligibility criteria according to the requirements of the relative advertisement, my candidature/ engagement for the said post is liable to be cancelled/terminated at any stage and if engaged, my service are liable to be terminated. I am willing to serve anywhere in India. I agree that Bank has right to transfer me to any part of the country at its discretion.

I hereby agree that any legal proceedings in respect of any matter of claims or disputes arising out of this application and/or out of said advertisement can be instituted by me only at Mumbai and Courts/tribunals/forums at Mumbai. I also undertake to abide by all the terms and conditions mentioned in the advertisement displayed on Banks website dated 30.10.2018.

(Signature of applicant)

Place: _____

Date: _____

Enclosures-Copies of Degree/experience certificates/KYC Documents:

- 1.
- 2.
- 3.
- 4.
- 5.